



Increased User-experience with Onscreen Campaign

A large Oil and Gas public sector company overcame scripting and ITSM integration limitations of incumbent monitoring tool to reduce endpoint issues and capture 'in the moment' user feedback on ticket closure in ITSM.

CLIENT'S SITUATION

The client encountered challenges in transforming their legacy IT support system, including the absence of instant feedback after ticket closure, a lack of omnichannel ITSM-integrated self-help and self-heal capabilities, and time-consuming evaluation and authorization of Power Shell scripts with limited monitoring features.

THE SOLUTION

Anakage provided seamless integration with ITSM with Self-help and Self-heal capabilities. This included providing a feedback system for instant user response, an omnichannel self-service portal for end-user issues, and efficient script management with monitoring features. Automated alerts were deployed to enhance issue identification, thus modernizing their IT support system and improving user experience and productivity. Additionally, we provided proactive self-heal capabilities without PowerShell scripting and on-screen communication for instant feedback to further enhance the support experience.

RESULT

Anakage's platform delivered impactful outcomes for the client, which included enhanced user-experience captured during ticket closure, a notable reduction in support ticket volume, and streamlined workflows. With improved security measures and support for multiple scripting languages, the IT environment became safer. The comprehensive monitoring metrics enabled better software management and proactive user feedback, leading to increased productivity and improved user experience.



PROVIDED SEAMLESS
INTEGRATION WITH ITSM



PROVIDED SELF-HEAL WITHOUT
POWERSHELL SCRIPTING